

**EFFECTIVE**

August 1, 2017.

**Subject(s)****Administrative Policy Manual Facilities and Hospitals (APF)  
130, Patient Grievance Policy**

All Michigan Department of Health and Human Services (MDHHS) employees, contract staff, volunteers, patients and patient representatives are encouraged to alert appropriate staff regarding any patient complaint/grievance. Inform patients of the procedure for filing a formal grievance and of their right to file a complaint with the Michigan Department of Licensing and Regulatory Affairs at any time during the process instead of using the hospital's complaint/grievance process.

Michigan Department of Licensing and Regulatory Affairs  
Bureau of Health Care Services  
PO Box 30664  
Lansing, MI 48909  
Complaint Hotline: 800-882-6006

*Reason:* New policy item.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Added Items ...**

[APF 130](#)